

2011 Military Health System Conference

Transition to T3: Lessons Learned in North Region

The Quadruple Aim: Working Together, Achieving Success

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TRICARE Management
Activity/TRO North

TRICARE - Who We Are



- 9.6 million beneficiaries **(3.1 million North)**
 - 3.7 million TRICARE Prime enrollees
Direct care system **(1.08 million North)**
 - 1.6 million TRICARE Prime enrollees
Contractor networks **(520,000 North)**
 - Remainder
 - TRICARE Standard/Extra
 - TRICARE for Life
 - TRICARE Reserve Select
- Military Treatment Facilities (MTFs)
 - 59 Hospitals & Medical Centers **(12 North)**
 - 364 Health Clinics **(106 North)**
- Over 380,000 network providers
- ²Over 60,000 retail pharmacies

AF North Region Health Care Support Contract



- Awarded to Health Net Federal Services
 - Contract Award: 13 May 2010
 - 10-month transition (HCD 1 April 2011)
 - Asynchronous transition to T-3
 - Fort Campbell
 - Prime Service Areas
 - Clearly Legible Reports
 - North Region Unique Issues:
 - National Capital Area BRAC (JTF CAPMED)
 - Federal Health Care Center (Great Lakes)
 - Major Deployment Platforms
 - Ft Bragg, Ft Campbell, Ft Drum, Camp Lejeune

Learned Prior to Award - Be Prepared



- Continuity for Transition Team
 - Reconfirm/Assign Transition Manager and Deputy, and SMEs with longevity
- Responsibilities
 - Transition Process is the responsibility of the Purchased Care Transition Management Team
 - Contract Requirements established with Service SGs concurrence in 2007

Transition Lessons Learned Contract Award



- Post Award Orientation Conference (PAOC)
 - Do not assume Contractors fully understand all aspects of TRICARE Manuals
 - Line by Line contract review
 - Limit to CO/COR/TM/key SMEs
- Kick-Off/Transition Specifications Meeting
 - High level of interest/Set the tone early

Learned Incumbent vs. Non- Incumbent



- Non-Incumbent Awarded Contract
 - Transition Specs Meeting – Both Contractors agree on key activities, establish dates, etc.
 - Anticipate ‘escorting’ Contractor to all key Posts, introduce and orient – TRO Boots on Ground
 - DIACAP/Claims – Start from Scratch
- Incumbent Awarded Contract
 - Transition Specs Meeting takes on different function/Contractor is Established, in the field

Transition Lessons Learned Trans Spec Meetings



- Required Interfaces
 - DIACAP
 - Systems Integration
 - Records Management
 - TMA Communications and Customer Service
 - Privacy
 - Personnel Security
 - Pre-Benchmark
 - Others
 - MMSO (Not required but highly recommended)
 - DEAS/USCG/etc

Transition Lessons Learned Trans Spec Meetings



- With Incumbent - Over 900 Questions and Clarifications in initial and follow up meetings
 - DOCUMENT/DOCUMENT/DOCUMENT
 - Review TRO North Q&As
 - Capture Issues
 - Track centrally
 - Expect conflicting responses
 - Continuously Follow Up

Transition Lessons Learned



General Observations

- Readiness/Continuity of Care Top Priority
- Need Clear Understanding of Contract Awarded including Enhancement
 - Are they appropriately incorporated? Trackable?
 - Understand differences between T-Nex and T-3
- Government “speaking with one voice”
 - Ensure the Government agencies fully understand and agree among themselves with requirements/ policy before meeting with Contractor on issues

Transition Lessons Learned General Observations



- CLRs (Consult Tracking)
- Clinical Support Agreements
 - All CSAs need to be re-executed under T-3, plan early
- External Resource Sharing Agreements
 - Determine Need/New contractor needs to execute new agreements
- Personnel Security/CACs
 - 1100 CACs for North Region MCSC

Transition Lessons Learned General Observations



- Prime Service Area Changes
 - T-3 PSA requirements – MTF/BRAC Sites Only?
 - TSCs: Close non-MTF PSA offices
- Necessary Contract Modifications
 - Over 100 Contract Mods to T-NEX since RFP needed to be incorporated
 - Additional North Region Contract Changes
 - Ft Campbell
 - BRAC Sites (Active Base to BRAC)
 - TSCs – Appropriately Listed (BRAC vs. MTF)

MTF Considerations for Transition Success



- Why an MOU?
- Enrollment Plan Current?
- Is Network Adequate?
- Referral and Authorization Process
- Clearly Legible Reports
- TRICARE Service Center
- MCSC Call Center Volume

Transition Lessons Learned Observations for TRO



- Maintain close coordination with TM/CO/COR/SMEs
- Be Prepared to Travel
 - Use T-3 Travel Fund
 - Delegate – Can't be everywhere
 - Multiple Weekly Meetings
- Contract Incentives
 - Need clear understanding
 - What do they mean, how tracked/calculated

Transition Lessons Learned



Observations for TRO

- Ensure high risk issues are elevated quickly
 - Program Office
 - Transition Director
 - Transition Oversight Committee
- Maximize use of Interface/Working Meetings
 - Ensure Government/Contractor reviews and understands requirements
 - Ensure transition tasks addressed
- Table Top Exercise with High Risk

Challenges Ahead



- Resolving Protests in South/West
- Asynchronous transition
 - Fort Campbell
 - PSAs
 - CLRs
- TRICARE Young Adult coverage

We Are All Faces of TRICARE



2011 MHS Conference **Thank You For All Your Efforts**

Focus Areas for T-3 Transition



- TRICARE Prime Availability – “Prime Service Areas”
- Wounded Warrior Programs
- Continuity of Care
- Health Information Exchange
 - Clear and Legible Reports
- National Guard/Reserve
- Clinical Support Agreements and External Resource Sharing Agreements
- Information Security
- Claims Processing
- Provider Relations
- Launch of new program options (TRR, T26)